

# General Terms and Conditions of Use for a Non-Refundable "VOUCHER"

## General

These general terms and conditions govern the issuance, use, and validity of the VOUCHERS (hereinafter the "**Voucher**" or the "**Credit Voucher**") issued by Royal Air Maroc (hereinafter "**Royal Air Maroc**"), for the benefit of its passengers or customers (hereinafter the "**Users**" or the " **Holders**").

The Voucher constitutes a credit that entitles the Holder to purchase airline tickets or ancillary services offered by Royal Air Maroc in accordance with the terms described below.

These general terms and conditions of use for Vouchers (hereinafter "**Voucher Terms and Conditions of Use**") shall apply to all Vouchers issued by Royal Air Maroc. They form an integral part of, and supplement, Royal Air Maroc's General Conditions of Sale and General Conditions of Carriage, In the event of any contradiction, these present Conditions shall prevail. Royal Air Maroc reserves the right to modify, suspend, or cancel the Voucher Terms and Conditions of Use at any time for legal or operational reasons. Any modification shall enter into force immediately, and the Holder shall be thereof within a reasonable timeframe

**Issuance and Delivery of the Voucher:** The Voucher is issued by Royal Air Maroc during the refund process on the website, in the "Manage my booking" section. Each Voucher is identified by a unique number and cannot be reproduced or duplicated. The Voucher is sent to the Holder by email in the form of a unique number and an associated PIN.

**Validity:** The Voucher is valid for twelve (12) months from its date of issuance. Upon expiry of this period, it will be considered null and void, and consequently can no longer be used, and no extension will be granted.

**Non-personal Nature:** The Voucher is issued on a non-personal basis and may, as such, be transferred by its holder to a third party of their choice. However, Royal Air Maroc disclaims all liability in the event of loss, theft, or fraudulent possession or use by a third party. The transfer of the Voucher does not entail any obligation for Royal Air Maroc to inform or verify; Royal Air Maroc will consider any use of the Voucher, accompanied by its unique number, as valid and in full discharge of its obligations.

**Non-refundable:** The Voucher cannot, under any circumstances, be refunded or exchanged for cash or any other means of payment. Its use is strictly limited to the purchase of services offered by Royal Air Maroc, under the terms described herein.

**Use:** The Voucher is exclusively valid for the purchase of tickets on flights marketed by Royal Air Maroc. It is usable only on [www.royalairmaroc.com](http://www.royalairmaroc.com), on the Royal Air Maroc mobile application, or through any other channel expressly designated by Royal Air Maroc. Any booking made with a Voucher is subject to Royal Air Maroc's General Conditions of Carriage.

The Voucher can also be used, up to its value, for the purchase of other services and extras offered by Royal Air Maroc at the time of booking the ticket (such as additional baggage, seat selection, upgrades, etc.), subject to availability.

Full or partial use is permitted, subject to the terms and conditions specified at the time of use.

The Voucher cannot be combined with other promotions or offers, unless otherwise stated.

The use of the Voucher implies the User's full, complete, and irrevocable acceptance of these Voucher Terms and Conditions of Use, without reservation or condition.

**Exclusions and Restrictions:** The use of the Voucher is subject to travel restrictions and the availability of services or seats.

Royal Air Maroc reserves the right:

- To exclude certain flights, itineraries, or services from purchase via Voucher.
- To exclude the possibility of paying the remainder to modify a flight via Voucher.
- To modify the exclusions for Voucher use at any time and without prior notice.

**Liability:** The User of the Voucher is solely responsible for its proper use. Royal Air Maroc cannot be held liable under any circumstances for the content, granting, or use of the Voucher by a beneficiary.

Royal Air Maroc shall not be held liable in the event of the impossibility of using the Voucher for reasons beyond its control, including legal restrictions, unavailability of seats or services, or events of force majeure.

Royal Air Maroc disclaims all liability in the event of loss, theft, fraudulent use, or destruction of the Voucher.

In the event of fraudulent use, Royal Air Maroc reserves the right to cancel the Voucher and to take any appropriate legal action against the responsible party or parties.

**Modifications and Cancellation of a Booking Made with the Voucher:** Any modification or cancellation of a booking made with a Voucher is subject to the modification and cancellation conditions applicable to the relevant tickets or services, as provided in Royal Air Maroc's General Conditions of Sale and Carriage.

**Personal Data Protection:** Personal data collected in the context of using the Voucher is processed in accordance with the applicable legislation on personal data protection, the provisions of Moroccan Law No. 09-08 on the protection of individuals with regard to the processing of personal data, as well as the General Data Protection Regulation (EU) 2016/679 (“**GDPR**”).

The main purpose of this processing is the management of ancillary sales, and it falls within the scope of the declaration made to the National Commission for the Control of Personal Data Protection (CNDP) under reference A-210/2017 – Online Sales Management. In accordance with the provisions of the aforementioned laws and regulations, Royal Air Maroc implements appropriate technical and organizational measures to ensure the confidentiality, integrity, and security of the personal data processed.

For more details on the processing operations, the rights available to data subjects (access, rectification, opposition, erasure, etc.), and how to exercise these rights, please consult our Privacy Policy, available at the following link: <https://www.royalairmaroc.com/int-en/general-terms-and-conditions>.

**Assistance:** In case of any questions, difficulties, or problems related to the use of the Voucher, the User is invited to contact customer service on the [Royal Air Maroc website](#).

Royal Air Maroc's customer service will endeavor to respond as soon as possible, but Royal Air Maroc cannot be held liable for consequences related to any inability to provide immediate assistance.

**Severability:** If any of the clauses of these Voucher Conditions is deemed null and void, invalid, or unenforceable, this shall in no way affect the validity, interpretation, or application of the other clauses of these Voucher Terms and Conditions of Use, which shall remain in full force and effect.

**Applicable Law and Jurisdiction:** These Voucher Terms and Conditions of Use are governed by Moroccan law. Any dispute relating to the issuance or use of the Voucher will be submitted to the Commercial Court of Casablanca.

**This voucher can only be used starting four (4) days after the date the refund is issued.**